

County of San Diego
Revised: August 9, 2000
Reviewed: Spring 2003

JUNIOR WORD PROCESSOR
WORD PROCESSOR OPERATOR
SENIOR WORD PROCESSOR OPERATOR

Class No. 003007
Class No. 003009
Class No. 003008

DEFINITION:

To create, format, store and print text, documents, and office records using word processing equipment and software programs, to execute difficult word processing functions and applications, and to perform related clerical work as required.

DISTINGUISHING CHARACTERISTICS:

The Word Processor Operator class series is a clerical class series whose incumbents perform a variety of word processing functions and applications in a busy, production-type work environment. Incumbents are highly proficient in the use of computer software programs and perform a high volume of typing/data entry assignments. The Word Processor Operator class series differ from the Clerk Typist, Transcriber Typist and secretarial classes in that the latter may perform varied clerical work, assuming the role(s) of receptionists, file clerks, or typists for county departments, with assignments requiring infrequent text manipulation or data storage tasks.

Junior Word Processor: This is the entry-level class in the word processing class series. Incumbents are assigned routine input, revision, and document storage tasks using various word processing equipment.

Word Processor Operator: This is the journey level class in the word processing class series. Incumbents operate word processing equipment to perform a wide variety of typing, text creating and editing, reformatting, and record keeping assignments. Incumbents exercise independent judgment in selecting and applying the various machine features, special functions, and corresponding software programs to complete assignments.

Senior Word Processor Operator: This is the lead/first line supervisory level class in the word processing class series. This class differs from the next higher level class, Word Processing Center Supervisor, in that positions of the latter are allocated to centralized production centers consisting of at least ten (10) workstations. Incumbent Word Processing Center Supervisors plan, organize, and direct the center activities through subordinate supervisors. This class differs from the next lower level class, Word Processing Operator, in that the latter is a journey-level class and incumbents perform a wide range of production typing, text creation, and record keeping assignments on word processing equipment, personal computers and various software programs.

EXAMPLES OF DUTIES:

Performs heavy transcribing and typing from a variety of sources, including dictation/transcribing machines, audio tapes (e.g., "911" emergency, jury trials, motions), videotapes, handwritten drafts, and marginal notes; operates office equipment including personal computer, dictation/transcribing machines, copiers, fax machines, scanners, and calculators; enters, creates, and displays text of correspondence, records, legislation, board letters, parcel maps, rosters, manuals, charts, manuscripts, contracts, files, and statistical or technical reports; reviews, revises, edits, and reformats a variety of written correspondences to ensure proper grammar use, page formatting, spelling, punctuation, numerical/statistical notations, and accompanying text(s); converts documents on personal computer

from electronic mail attachments; types with speed and accuracy; proofreads and checks documents for accuracy, completeness, and compliance with departmental requirements; prints final documents; sets up documents' indexes and stores and files text; ensures network directories are organized by reviewing network files, creating and storing files in the appropriate directories/electronic filing system(s) and deleting unnecessary documents; coordinates assignments with co-workers in order to meet deadlines; communicates with users to receive instructions, resolve problems, and to report job progress; assists departmental staff with the use of word processing systems, programs and related machine functions; maintains and updates word processing operational desk manual.

Senior Word Processor Operator (All of the duties listed above plus): Plans and schedules word processing assignments and projects; supervises, trains, and rates the work of subordinate operators; maintains control files and production records; types text of legislation, manuals, budgets, and lengthy technical and statistical reports; proofreads and edits work; meets with users to analyze requirements of projects and word processing applications; assures data security; interprets department policy and procedures; writes and revises clerical procedures and forms; prepares training guides; writes special programs and formats; may assist in monitoring budgets, requisitions for services, supplies, equipment, and personnel; and may assist in planning departmental work flow activities and developing new word processing applications.

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; -- = Not Applicable
 Classification Level: I = Junior Word Processor Operator
 II = Word Processor Operator
 III = Senior Word Processor Operator

Knowledge of:

| <u>I</u> | <u>II</u> | <u>III</u> | |
|-----------------|------------------|-------------------|---|
| T | T | T | Principles of word processing equipment, systems and related machine functions. |
| T | T | T | Word-processing software programs used in the production of correspondences. |
| T | T | T | Word-processing commands, terminology, format and display symbols. |
| T | T | T | Business English (including spelling, grammar, punctuation, word division, and vocabulary). |
| G | T | T | Standard typing layouts and formats. |
| G | G | T | Data security procedures. |
| G | G | T | Data processing methods. |
| G | G | T | Indexing rules and electronic filing methods. |
| G | G | T | Office clerical procedures. |
| G | G | G | Arithmetic and business math. |
| -- | G | G | Business, legal, and/or medical terminology. |
| -- | -- | G | Principles of supervision. |

Skills and Ability to:

The following skills and abilities apply to all classes:

- Operate word processing equipment (e.g., keyboard, video display, and printer).
- Input and retrieve information and text stored in computerized record systems.
- Use word processing codes and function keys.
- Create and name documents.

- Set up, catalog, and store electronic records.
- Proofread and reformat text (e.g., paginate, justify, restructure tabs, margins, and pitch).
- Edit and revise text (move blocks, columns, insert, delete, global search and replace).
- Edit and proofread text to identify and correct spelling, grammar, punctuation, word-usage, and layout errors.
- Type with speed and accuracy.
- Read and follow equipment operation manuals and department directives and procedures.
- Check and compare data and information.
- Maintain records, logs, and files.
- Distinguish importance of tasks and complete work in proper sequence.
- Operate office equipment including photocopiers, collators, transcribing machines, computer display terminals, and calculators.
- Coordinate work with co-workers to meet production deadlines.

Senior Word Processor Operator (in addition to the above):

- Plan, organize, and schedule work.
- Establish performance standards.
- Conduct performance appraisals.
- Maintain production records.
- Train operators.
- Operate a word processing system and execute advanced function keys and programs.
- Establish indexing and filing systems.
- Coordinate production with users.
- Identify word processing applications and evaluate features and hardware.

EDUCATION/EXPERIENCE:

Education, training, and/or experience which demonstrates possession of the knowledge and skills listed above. Examples of such education/experience combinations are:

Junior Word Processor :

1. Six (6) months of general clerical experience performing duties such as typing, filing, reception, and records management; AND,
2. Six (6) months experience operating word processing related equipment (e.g., transcribing machines) and using software programs, such as Microsoft Office, Windows, MS Word to perform text creation, formatting, storing and printing assignments on a production basis in an office and/or business environment.

Word Processor Operator:

1. One (1) year of general clerical experience performing duties such as typing, filing, reception, and records management; AND,
2. One (1) year experience operating word processing related equipment (e.g., transcribing machines) and using software programs, such as Microsoft Office, Windows, MS Word to perform text creation, formatting, storing and printing assignments on a production basis in an office and/or business environment.

Senior Word Processor Operator:

1. Two and one half (2 1/2) years of experience operating word processing related equipment and using software programs, such as Microsoft Office, Windows, MS Word, WordPerfect to perform text creation, formatting, storing, and printing assignments on word processing equipment in an office environment; OR,
2. Two (2) years of experience operating word processing related equipment and using software programs, such as Microsoft Office, Windows, MS Word to perform text creation, formatting, storing, and printing assignments on word processing equipment in an office environment; AND, a certificate or a series of college level coursework in any of the following computer application programs: Microsoft Office, Windows, MS Word, Powerpoint, MS Excel, or MS Access. Supervisory experience is highly desirable; OR,
3. Two and one half (2 1/2) years of experience as a Word Processor Operator in the County of San Diego. Supervisory experience is highly desirable.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

Note:

A certificate of completion in any of the following computer application programs: Microsoft Office, Windows, MS Word, Powerpoint, MS Excel, or MS Access may substitute for six (6) months of qualifying experience.

Certification:

An ORIGINAL (no photocopies) typing certificate for at least 50 net WPM with a maximum of five errors. Typing test must be administered under International Typing Contest Rules: At least a five minute test of unfamiliar material with two (2) gross word penalty for each error. The certificate must state the gross words per minute attained and the number of errors, and must have been issued within the last 2 years.

Working Conditions:

Candidates must be willing to perform assignments on a production basis, sitting at a workstation and viewing a video display terminal and/or computer monitor for a majority of the workday.